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State of California—Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
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MMCD All Plan Letter No. 04001

TO: County Organized Health System Plan (COHS)
Geographic Managed Care (GMC) Plans
Prepaid Health Plans (PHP)
Primary Care Case Management (PCCMS)
Two-Plan Model Plans

FROM: Luis R. Rico, Acting Chief
Medi-Cal Managed Care Division

SUBJECT: 2004 MANAGED CARE PLAN (MCP) MED/FAME CUT-OFF AND
PROCESSING SCHEDULE

The purpose of this letter is to share with you the 2004 Managed Care Plan (MCP) MED/FAME cut off and processing schedule. The enclosed schedule covers the period of December 2003 through January 2005. A copy of the updated outline of MCP's FAME responsibilities is also included.

These cut-off dates and timelines are established by the Department of Health Services (DHS), Information Technology Services Division (ITSD) and are critical to ensure timely processing of eligibility files and data. When applicable, it is imperative that all enrollments and disenrollments by any media (tape/diskette/hardcopy) be received on a weekly basis by DHS. Medi-Cal MCP contractors must adhere to the enclosed cut-off dates and timelines if adequate processing time and payment are to be met.

In addition to the MEDS cut-off dates, the enclosed schedule includes the run dates for the monthly MEDS/FAME Renewal processes and mail dates for miscellaneous tapes and system generated reports.

If you have any questions or require additional information, please contact your contract manager or Mr. Roy Johnson, Chief of Systems Support Unit, at (916) 449-5017.

Enclosures

**MANAGED CARE PLAN (MCP)/FAME CUTOFF/PROCESSING
SCHEDULE FOR 2003 - 2004**

PROCESS MONTH	MONTH OF ELIGIBILITY	MCP HARD COPY (MCP To MMCD by Noon) (MMCD to ITSD by 3:00 PM)	MCP Tape Input (MCP To ITSD by 3:00 P.M.)	MEDS RENEWAL (Monthly Process By 4:00 PM)	FAME RENEWAL	Disk FILE AVAILABLE (Website no later than 5:00 PM) Disk for DMC/HCP MCP, COHS)	MISC TAPE MAILED DATES (For COB, COHS, HCP) (Tapes by 5:00 PM (Pick-up after 1:00))	MCP REPORT MAIL DATE (Receipt within 3 Days)
Dec-03	Jan-04	(Thu) 12/18/03	(Fri) 12/19/03	(Tue) 12/23/03	(Wed) 12/24/03	(Thu) 12/25/03	(Thu) 12/26/03	(Fri) 12/26/03
Jan-04	Feb-04	(Wed) 1/21/04	(Fri) 1/23/04	(Mon) 1/26/04	(Tues) 1/27/04	(Wed) 1/28/04	(Wed) 1/28/04	(Thu) 1/29/04
Feb-04	Mar-04	(Thu) 2/19/04	(Fri) 2/20/04	(Tues) 2/24/04	(Wed) 2/25/04	(Thu) 2/26/04	(Thu) 2/26/04	(Fri) 2/27/04
Mar-04	Apr-04	(Fri) 3/19/04	(Mon) 3/22/04	(Wed) 3/24/04	(Thu) 3/25/04	(Fri) 3/26/04	(Fri) 3/26/04	(Mon) 3/29/04
Apr-04	May-04	(Fri) 4/16/04	(Wed) 4/21/04	(Fri) 4/23/04	(Sat) 4/24/04	(Sun) 4/25/04	(Mon) 4/26/04	(Mon) 4/26/04
May-04	Jun-04	(Wed) 5/19/04	(Fri) 5/21/04	(Mon) 5/24/04	(Tues) 5/25/04	(Wed) 5/26/04	(Wed) 5/26/04	(Thu) 5/27/04
Jun-04	Jul-04	(Fri) 6/18/04	(Mon) 6/21/04	(Wed) 6/23/04	(Thu) 6/24/04	(Fri) 6/25/04	(Fri) 6/25/04	(Mon) 6/28/04
Jul-04	Aug-04	(Wed) 7/21/04	(Fri) 7/23/04	(Mon) 7/26/04	(Tues) 7/27/04	(Wed) 7/28/04	(Wed) 7/28/04	(Thu) 7/28/04
Aug-04	Sep-04	(Thu) 8/19/04	(Fri) 8/20/04	(Tues) 8/24/04	(Wed) 8/25/04	(Thu) 8/26/04	(Thu) 8/26/04	(Fri) 8/27/04
Sep-04	Oct-04	(Fri) 9/17/04	(Tues) 9/21/04	(Thu) 9/23/04	(Fri) 9/24/04	(Sat) 9/25/04	(Mon) 9/27/04	(Mon) 9/27/04
Oct-04	Nov-04	(Thu) 10/21/04	(Fri) 10/22/04	(Tues) 10/26/04	(Wed) 10/27/04	(Thu) 10/28/04	(Thu) 10/28/04	(Fri) 10/29/04
Nov-04	Dec-04	(Thu) 11/18/04	(Fri) 11/19/04	(Tues) 11/23/04	(Wed) 11/24/04	(Thu) 11/25/04	(Thu) 11/25/04	(Fri) 11/26/04
Dec-04	Jan-05	(Wed) 12/22/04	(Fri) 12/24/04	(Mon) 12/27/04	(Tues) 12/28/04	(Wed) 12/29/04	(Wed) 12/29/04	(Thu) 12/30/04
Jan-05	Feb-05	(Thu) 1/20/05	(Fri) 1/21/05	(Tues) 1/25/05	(Wed) 1/26/05	(Thu) 1/27/05	(Thu) 1/27/05	(Fri) 1/28/05

Outlined above is the production schedule for MEDS. Should you have any questions contact MEDS Control at (916) 324-0507.

Plans must ensure that MMCD has a current address on file for receipt of Misc. tapes or hard copy reports. Should the address change, a letter from the Plan must be faxed or sent to their MMCD Contract Manager and a FAX copy to the SSU at (916) 449-5244.

State Holidays:

January 1, 2004 New Year's Day
 January 19, 2004 Martin Luther King
 February 12, 2004.....Lincoln's Birthday
 February 16, 2004—President's Day
 March 31, 2004.....Cesar Chavez Day
 May 31, 2004.....Memorial Day
 July 5, 2004.....Independence Day
 September 6, 2004.....Labor Day
 October 11, 2004.....Columbus Day
 November 11, 2004—Veterans Day
 November 25&26, 2004.....Thanksgiving and Day After

LEGEND:

COB = Coordination of Benefits
 COHS = Co Organized Health System
 DMC = Dental Managed Care

HCP = Health Care Provider
 ITSD = Info Technology Services Division
 MCP = Managed Care Plan
 MMCD = Medi-Cal Managed Care Division

Should there be a need to pick up the tapes, pick up must be between the hours of 1:00pm and 4:30pm in Sacramento.

MANAGED CARE PLAN/FAME RESPONSIBILITIES

January 2004

All Medi-Cal Managed Care Plans (MCPs) will be responsible for keeping the California Department of Health Services (DHS), Medi-Cal Managed Care Division informed of any Plan changes as described below.

1. NOTIFICATION/REQUEST PROCESS

- A. MCPs must notify the Medi-Cal Managed Care Division's Systems Support Unit (SSU) by fax (916-449-5244) of any MCP/FAME changes prior to the 15th of any given month. This receipt deadline is necessary to meet the Department's Information Technology System Division's (ITSD) processing timeline and make the change effective within 45-60 days. It is requested that MCPs send the original copy of their notification (which includes the original signature of person authorized to submit change) to their assigned Medi-Cal Managed Care Division Contract Manager. Examples of MCP/FAME changes for which notification must be given are, but not limited to: MCP/FAME MIS Coordinator name change, address and phone number changes, tape pick up or distribution changes, etc.

1. Please include the following MCP information in the faxed notification:

- Plan Name;
- Plan Code(s) (Specify all 'Active' Plan Codes);
- Plan Mailing Address for Tapes, if applicable;
- FAME/MIS Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
- FAME/MIS Backup Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
- Name(s) or Person(s) Picking Up Tapes; and
- The nature of the MCP/FAME change.

- B. Medi-Cal eligibility files are uploaded from the Medi-Cal website by MCPs on a daily basis. To request access to the website, a MCP must submit, through their assigned Contract Manager, a formal written request and a completed website agreement form. (Note: Please fax a copy of the request to SSU, 916-449-5244.) Once this request is received, it is then forwarded to Electronic Data Systems (EDS) who then incorporates the requested information into a separate contractual agreement with the MCP for this service.

1. Please include the following MCP information in the written request:

- Plan Name;
- Plan Address (both mailing and billing);
- Primary Contact (Name, Phone/Page/Fax Numbers and E-mail Address);
- Technical/Backup Contact (Name, Phone/Fax Numbers and E-mail Address);
- Name and Title of person who will sign the website agreement contract (e.g., CEO, Executive Director, CIO, etc.)

2. Month end eligibility files will be available on the website by 5:00 p.m., the day after FAME renewal. MCPs are asked to wait until 5:00 p.m., and then, if your file is not available, please contact the following EDS staff in the sequence below.

(Note: Please allow 30 minutes for a call back before moving on to the next contact):

- Monday – Friday 8-5
Kin Yee 916/681-1874
Yun Bartholow 916/861-1810 backup
- Evenings/Weekends
On-Call Pager 916/569-9198
On-Call Cell 916/919-6276
Jennifer Huynh 916/636-1137 (office) 916/569-9967 (pager)

Please note that daily files and monthly FAME files are available on the website.

MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2004

C. Mailing Addresses:

Attn: Chief, Systems Support Unit
CA Department of Health Services
MMCD/Systems Support Unit
1501 Capitol Avenue, Suite 71.4006
PO Box 997413 MS 4001
Sacramento, CA 95899-7413
916/449-5244 (FAX)

Attn: *(Contract Manager)*
CA Department of Health Services
MMCD/Plan Management Branch
1501 Capitol Avenue, Suite 71.4006
PO Box 997413 MS 4407
Sacramento, CA 95899-7413
916/449-5244 (FAX)

Attn: *(Contract Manager)*
CA Department of Health Services
Office of Long Term Care
1501 Capitol Avenue, Suite 71.6031
PO Box 997413 MS 0018
Sacramento, CA 95899-7413
916/322-8619 (FAX)

2. **REPORTS/LISTINGS**

- A. Reports/Listings will be mailed as per the attached schedule (MCP Report Mail Date) via Golden State, unless other arrangements are made, for receipt 3 days after the specified mail date.

3. **TAPE PICK-UP AND DISTRIBUTION**

Currently, some entities receive tapes with miscellaneous information to assist in claims processing. Also, should the website be unavailable, the Department as a contingency will produce eligibility tapes. The following process must be followed by MCPs when obtaining tapes in person:

- A. Plans must have a designated person(s) on file with the Department before tapes will be released by ITSD. Please refer to Section 1.A. and C.
- B. Tapes will be made available for pick-up after **1:00 P.M.** on the specified date listed on the MEDS/FAME Cut-Off Processing Schedule, under the column labeled 'Misc Tape Mailed Dates.' You may telephone ITSD in advance to confirm that your Plan's tapes have arrived by calling 916/324-0507.
- C. Tapes *must* be picked up by **4:30 p.m.** or they will be mailed out by the following workday.
- D. Tape problems should be reported to the FAME Processing Technician, Maggie Thomas at 916/440-7242. The DHS/ITSD help desk phone number (800/570-0874) can be used for any other problems related to MEDS.
- E. Should the MEDS/FAME Cut-Off Schedule fall on a weekend or holiday, you may contact the MCP or FAME Representative listed below for any questions: (Please allow 30 minutes for a response.)

Maggie Thomas, FAME Processing.....pager 916/819-3437
James Pyrah, MCP (MEDS) Processing..... pager 916/981-0654
MED swing shift.....pager 916/819-2163

- F. The tape pick-up is located at:
CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue, Second Floor
Sacramento, CA 95814

MANAGED CARE PLAN/FAME RESPONSIBILITIES
January 2004

4. DHS SECURITY CHECK-IN

A. Please follow the steps below when you visit the Department of Health Services:

- Notify the Security Guard that a package is to be picked up from the ITSD technician on the 2nd Floor. Ask Security Guard to call Maggie Thomas at 916/440-7242 to have her deliver package to the lobby.
- If Maggie is not available, ask Security Guard to call James Pyrah at 916/440-7251 to have him deliver package to the lobby. If James is not available, call Daniel Ramirez, at 916/440-7047 to have ITSD/DGU staff deliver package to the lobby.
- A Tape Pick-up Log will be given to them to sign. The representative must **print and sign** their name and indicate the time of pick-up on the Tape Pick-up Log for their specific plans(s). (NOTE: ITSD will complete the Pick-Up Date, Plan Name/Brief Description, and the time the tape was made available.)
- All tapes *must* be returned to ITSD within 30 days from the date of receipt and indicate the person to whom the tapes are to be returned, which is noted on the transmittal. *(To eliminate tape fees and unnecessary DHS staff time for monitoring outstanding tapes, it is essential that all tapes be returned promptly.)*
- Please return all DHS tapes to:

Attn: *(Noted on the Transmittal)*
CA Department of Health Services
Information Technology Services Division
Data Guidance Unit
1615 Capitol Avenue, 73.272, MS 6303
Sacramento, CA 95814